



CAMP CASEY CLAIMS OFFICE INFORMATION PAPER

PREPARING FOR UPCOMING PCS MOVE

DO I NEED TO KEEP TRACK OF EVERY ITEM I AM SHIPPING?

You should always document the items that you are shipping, specifically the high value items. Prepare an itemized list of high value items that describes the item, the price paid, the date of purchase, and the condition of the item. Keep the purchase receipts with the list so that you know right where it is should you have to make a claim for the item following your move. Hand-carry or ship these documents instead of shipping them with the property to ensure that you have them should your shipped property be lost. You may also want to take photographs of or videotape your property. This will help you substantiate not only ownership of the property, but what condition it was in prior to the move.

WHAT IF I HAVE A LARGE CD/DVD COLLECTION?

If your CD/DVD collection is lost or damaged in your PCS move, the claims office where you file your claim will want to see proof of tender of all the discs, regardless of number. If you do not have this proof to show which discs you owned and tendered to the movers, you may be paid only for the price of a blank disc.

DO I NEED PRIVATE INSURANCE FOR MY PROPERTY?

The Personnel Claims Act is a gratuitous payment statute. It is not insurance coverage and does not replace a service member's need for private insurance coverage for personal property. Congress instead determined to lessen the hardships of military life by providing prompt and fair compensation for certain types of personal property losses, especially those caused by frequent moves and temporary assignments to areas with limited police and fire protection. Traditionally, the claims office can only pay the depreciated replacement or repair cost of the lost or damaged items. The Full Replacement Value Program allows for full recovery directly from the carrier, but the total amount recoverable is capped. If you feel that you need extra protection despite the claims program and the new Full Replacement Value Program, consider buying private insurance.

WHAT SHOULD I DO DURING THE PICK-UP OF MY PROPERTY?

Prior to the movers' arrival you should have decided what items you are shipping and they should be set aside from your other property. You should remain at your home the entire time that the movers are there. Be sure to watch how they are packing your property. Pay particular attention to how they are detailing your property is not listed on the inventory. While the inventory of a box does not need to list each specific item packed within it, the description of the box must fix the contents. For example, if the box says "kitchen dishes," it might be reasonable to assume that there are various plates and glasses within the box; it is probably not reasonable to assume that there are also expensive glass figurines within the box, making a claim for such much more difficult to substantiate.

If the movers damage an item while packing it, make certain that this is noted on the form. Also, make sure that any small, easily stolen items are kept in a safe, inside a secured room while the movers are present.

WILL MOVERS NOTATE PREEXISTING DAMAGE?

The movers will list preexisting damage to your property using a special code that is explained at the top of the inventory. For example 'BR2' may indicate that the bottom of a piece of furniture is broken. If you believe that the codes are inaccurate, note this on the inventory before signing. Preexisting damage may affect the amount you are compensated if you end up filing a claim for the piece of property.

CAN I PACK THE ITEMS MYSELF?

It is best to let the movers pack the boxes. Damage to "owner packed" items is often blamed on the owner's packing, rather than rough handling, making the substantiation of a subsequent claim more difficult to accomplish. If the packers are to use the original box, place it next to the item.

****Camp Casey Claims Office, OSJA, 2ID is available to dispatch your DD Form 1840/1840R and assist you in filing your claim with the carrier. Please contact 730-3687, Bldg S-2440, Room 235 at Maude Hall in Camp Casey.****

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